



CHECKLIST FOR IMPROVING WIA YOUTH PROGRAM PERFORMANCE

INTAKE/REGISTRATION

- ☐ **Youth or Adult program:** If customers are 18-21 years old, consider whether to enroll them in the youth or adult programs. Remember that customers who plan to get a job and do not want training/education leading to a credential are likely to record a negative under the Older Youth Credential measure and the Younger Youth Diploma/Equivalent and Skill Attainment measures.
- ☐ Make sure to note whether Older Youth are employed at registration as that will exclude them from the Entered Employment measure.
- ☐ Make sure to note whether Younger Youth have received a diploma or equivalent at registration as that will exclude them from the Diploma/Equivalent measure.

PROGRAM PARTICIPATION:

Credential/Diploma Attainment

- ☐ For Older Youth, make sure they are involved in a service that will result in a credential applicable for the Credential measure. All Older Youth are counted for this measure.
- ☐ Make sure youth understand their responsibility to provide you with a copy of their credential or diploma/equivalent when they attain it.
- ☐ Develop a relationship with the youth's training provider or school to keep updated on his/her progress. Ask the provider or school to fax you a copy of the youth's credential or diploma/equivalent.
- ☐ Establish a credential "tickler" to remind you when youth should receive their credential or diploma/equivalent.

Younger Youth Skill Attainment

- ☐ Work with youth to set skill attainment goals that are achievable within 6-9 months to provide youth with time to ensure they are able to meet those goals before the 12 month deadline. Remember there is no penalty for setting fewer than three goals.
- ☐ Establish a goal "tickler" as a reminder to check in with youth about their progress after three, six, nine or 11 months.

EXIT

- ☐ Make sure to note when youth are institutionalized, incarcerated, called up for active duty, or exited for health/medical reasons. These customers are excluded from all performance measures.
- ☐ Make sure youth are ready to be employed or enter post-secondary education or advanced training before exiting them. If they need additional services, even if the WIA program can't directly provide them, arrange for a One-Stop partner to provide those services and keep the youth enrolled until they finish.
- ☐ Consider keeping customers enrolled until they attain their credential or diploma/equivalent. It may be easier to get documentation from them while they are still enrolled rather than after exit. You also may not want to exit them if they will not attain their credential or diploma/equivalent until too late (1st quarter after exit for Younger Youth and 3rd quarter after exit for Older Youth) to be counted, unless they are Younger Youth still in secondary school.
- ☐ Keep track of youth heading for soft exits. Try to contact these youth before 90 days have expired since their last service to see whether they need additional services to be employed, or enter post-secondary education, advanced training or (for Younger Youth) other positive placements. Even if they have already been soft exited, you can make sure they receive follow-up services to help them find and retain a positive placement.



- ☐ Check with youth about their post-program intentions. If they are planning to look for a job in a profession or area that will prevent them from showing up in UI wage data, make sure to collect supplemental data during follow-up.
- ☐ Make sure to update alternative contact information before exit. Particularly for youth who are often very mobile, this is crucial for staff to be able to contact them several months later.
- ☐ For each youth, you may want to use the calendar quarters handout to make a schedule for when outcomes will be measured based on their exit quarter.
 - Older Youth need to be placed in employment, post-secondary education, or advance training by the end of the 1st quarter after exit for the Entered Employment and Credential measure and maintain employment through the next two quarters for the Earnings Change and Retention measures. Youth are not required to be employed with the same employer in the first and third quarters after exit. Older Youth also have to attain a credential by the 3rd quarter after exit.
 - For the Younger Youth Retention measure, youth need to achieve their positive outcome (employment, advanced training, post-secondary education, military or apprenticeship) during the 3rd quarter after exit.
 - Younger Youth have to attain their diploma or equivalent by the end of the 1st quarter after exit.

FOLLOW-UP

Minimum follow-up to enhance Older Youth performance outcomes should include:

- ☐ Checking in at least once in the 1st quarter (1-6 mos.) after exit to make sure youth are employed or enrolled in post-secondary education or advanced training for the Entered Employment measure and the employment part of the Credential measure. If they are in education or training, documentation of enrollment must be collected
- ☐ Checking in regularly in the 2nd and 3rd quarters (3-12 mos.) after exit to make sure youth are employed or enrolled in post-secondary education or advanced training throughout this period to maximize earnings for the Earnings Change measure and to ensure a positive or exclusion from the Retention measure.
- ☐ If it is not already included in the case file, documentation of a credential earned by the end of the 3rd quarter after exit also needs to occur during follow-up.

Minimum follow-up to enhance Younger Youth performance outcomes should include:

- ☐ Checking in at least once in the 3rd quarter (3-12 mos.) after exit to make sure youth are employed or enrolled in post-secondary education, advanced training, the military, or an apprenticeship for the Retention measure.
- ☐ If it is not already included in the case file, documentation of a diploma/equivalent earned by the end of the 1st quarter after exit also needs to occur during follow-up.

Other Follow-up for both Younger and Older Youth

- ☐ Make sure to follow up with youth who are planning to be employed but are unlikely to be in UI wage data. Employment needs to be verified for the 1st and 3rd quarters after exit for Entered Employment, Credential (for Older Youth in 1st qtr. after exit), and Retention measures (for both Older and Younger Youth in 3rd qtr after exit).